

Request for Proposal

Program Year 2024

OMJ Lake County Career Center Staffing Services

Workforce Innovation and Opportunity Act

Issued by:

Lake County Workforce Development Board (LCWDB) for
Lake County Department of Job & Family Services (LCDJFS)
177 Main Street
Painesville, OH 44077

Anticipated Funding Source:

Workforce Innovation and Opportunity Act (WIOA)

Date of Issue:

February 21, 2024

This RFP and its contents are based on the terms and conditions as they stand on January 31, 2024. Any and all parts of this RFP may be amended due to changes in the terms and conditions or any other change in state or federal law and/or a change in available funding.

IMPORTANT NOTICE

A Bidders Conference will be held at Lake County Department of Job & Family Services on March 6, 2024, at 2:30 PM to review the details of this RFP. The Bidders' Conference is not mandatory but should be helpful in responding to this Request for Proposal.

The Lake County Workforce Development Board must receive four copies of the completed Request for Proposal no later than 12:00 noon EST on March 22, 2024.

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PROPOSAL INSTRUCTIONS

Submit all questions regarding this Request for Proposal to [RFP – Ohio Means Jobs \(lakecountyohio.gov\)](#) until **12:00 NOON EST, Monday – March 18, 2024**. All questions and answers will be posted on the OMJ Lake County website at [RFP – Ohio Means Jobs \(lakecountyohio.gov\)](#) in a timely manner.

Proposals must be received by the Lake County Workforce Development Board by **12:00 NOON EST, on March 22, 2024**. Proposals may be mailed or delivered. The LCWDB will not accept proposals submitted by facsimile or other electronic transmission (e.g., Internet, e-mail). Any proposals not received by the LCWDB at the designated place and by the designated time and date will be rejected. Four copies of the proposal and attachments must be submitted. All proposals are considered public records. If a proposer believes any portion of their proposal is proprietary in nature or should otherwise be considered confidential, they must state in writing the specific area (of the proposal) of concern and the reason why they believe it should not be a public record.

All copies of the completed proposal must be submitted in sealed packaging addressed to:

PY 24 OMJ Lake Staffing Proposal
Attention Cory Vojack, Director
Lake County Workforce Development Board
177 Main Street
Painesville, OH 44077

The LCWDB, LCDJFS and the Lake County Board of Commissioners reserve the right to:

- **Accept or reject, in whole or in part, any or all proposals received as a result of this request, or to cancel in part or in its entirety this RFP;**
- **Fund proposals/contracts at any level deemed appropriate. Final awards may differ from amounts requested. Any organization submitting a proposal may choose not to accept an award if the full amount requested in the proposal is not awarded;**
- **Negotiate price, technical, or other revisions to a proposal before a contract is awarded;**
- **Request additional information in order to clarify specific items; however, all proposals are considered final upon receipt;**
- **Waive informalities in proposals;**
- **Negotiate with all qualified sources if in the best interest of LCDJFS and the Board of Commissioners.**

PROGRAM PARAMETERS

The contract value and operational period for the services being requested will be established once funding is allocated and all applicable terms and conditions are available for review. It is currently anticipated that the funding source for this activity will be WIOA Formula funds which would typically be available for the period of July 1, 2024, through June 30, 2025.

PURPOSE OF THIS RFP

The purpose of this RFP is to seek competitive proposals and to secure a contractor willing and able to successfully provide the staff necessary to serve participants visiting the OMJ Lake County Career Center and to effectively engage employers in the Greater Lake County Community.

SCOPE OF WORK & SPECIFICATIONS

Under the direction of LCDJFS, the Contractor will perform the following:

Personnel:

The Contractor will supply Four (4) staff persons under the terms of this contract. Those persons employed full-time by the Contractor will serve as Career Development Specialists (2) a Business Services Coordinator (1) and a Project Manager (1) for fulfilling the requirements of this contract and all staff will be fully qualified and capable to do so.

The staff assigned to these positions will be expected to deliver a multitude of services including greeting, computer aide and monitoring in the Resource Room of the Career Center, the design and delivery of workshops for job seekers, one-on-one career counseling and job search assistance, job development, the delivery of general employment related services to employers, making referrals to Partner Agencies, the planning and delivery of services for special workforce related projects and initiatives along with other duties that may arise in the course of general Career Center business.

Contractor's staff shall have the experience and skills necessary to deliver the specified workforce and customer services in a professional manner. The Lake County Department of Job and Family Services will have final approval on all staff supplied under this contract. Contractor's staff will work together with current Career Center personnel and Partner representatives.

Contractor's staff shall effectively execute the promotion of events, workshops, and job opportunities on our OhioMeansJobs Lake County Facebook page, including the management of boosted advertisements. Proposers are encouraged to include a budget line item for Outreach and Follow-up under Miscellaneous expenses to cover these advertising costs. Proposals will be evaluated based on the clarity of their budget allocation for social media advertising and the alignment of their strategies with our organization's objectives.

The Contractor shall be the employer of record for staff supplied under this Contract and will pay all wages, fringes and statutory benefits required by law. Contractor's staff shall be subject to all security and clearance agreements required for use with computers and other record keeping systems and shall be subject to all applicable policies and procedures of OhioMeansJobs Lake County and LCDJFS.

Full-time staff employed under the terms of this contract will use LFDJFS as their home base of operations. Accordingly, the Contractor will pay LCDJFS the appropriate monthly fee for the appropriate Career Center

shared (contractor) cost, for the use of office space, computers, copiers, supplies, and services provided by LCDJFS.

Key Services:

Job Search: The Contractor will assist the Career Center's universal customer with their job search needs with specific considerations to career changes, older workers, and jobseekers with barriers to employment. The Contractor will incorporate training techniques that provide an optimum adult learning environment using a variety of media. The Contractor will assist job seekers with resume development, interviewing techniques, applications & marketing letters, job search targeting, networking, job retention strategies, introduction to computers and, introduction to the Internet as needed. Workshops will be developed and delivered as needed.

Business Services: The Contractor will deliver general business services for OMJ-Lake. The Business Services Coordinator will work to address employers' workforce needs and to heighten communications between job seekers and employers. The Contractor will engage the local employer community on as many fronts as possible and utilize a variety of industry proven methods, to promote OMJ-Lake brand awareness and career center business services and to link career center job seekers with employers' staffing needs. These efforts will include but are not limited to meeting face-to-face with individual employers, contacting employers by telephone or via email, speaking at employer meetings and functions, organizing, and facilitating job fairs, participating in local trade shows, and delivering Rapid Response services as needed on-demand. These activities must be delivered with consideration for the long-term relationship between jobseekers, employers and OMJ-Lake and all services shall be delivered in cooperation and in coordination with the ODJFS Business Staff.

Job Placement: The Contractor will utilize a hands-on approach to provide individualized job search assistance and placement to WIOA and TANF adult and dislocated worker customers. The Contractor's staff will work one-on-one with customers as needed to assist them with their employment goals. In conjunction with job development activities, the Contractor will market OMJ-Lake customers to employers. The Contractor's staff will also assist Employment Service Counselors employed by LCDJFS, with collecting the necessary client information to enroll customers in OWCMS when they become involved in registered core services.

Job Referral: The Contractor's staff will conduct job-matching exercises on behalf of job seekers and make job referrals to employers when appropriate. The Contractor will utilize internal lists developed through business services activities, the OWIP system, the Ohio Means Jobs (OMJ) system, classified advertisements, and other available resources to make job referrals for Career Center customers. The Contractor's staff will be integrally involved with LCDJFS employees, OMJ-Lake Partners, and the staff of Lake County's Approved Training Contractors.

Follow-up and Retention Services: The Contractor will be responsible for providing follow-up and retention services to participants, for a minimum of 12 months after job placement. The Contractor will generate a monthly call list through which their staff will contact employed customers to discuss their job status and provide retention assistance when appropriate. Follow-up contact with employers will also be performed and will be used to identify effectiveness of referrals, retention of referred employees, wage gains and /or career advancements, as well as any difficulties that staff intervention might address. The Contractor will facilitate a Job Retention Support Group for OMJ-Lake customers who find employment and are interested in ongoing support. Group meetings will be held based on customer need and will be designed to identify issues and concerns of to prevent dislocation from employment.

Performance: The Contractor will work together with LCDJFS employees, OMJ-Lake Partners, and Lake County's Approved Training Contractors to "Exceed" the WIOA Common Measures Performance standards, The OMJ-Lake Balanced Scorecard targets and the WDB's Return on Investment expectations.

Other: The Contractor and their staff assigned to OMJ-Lake will strive to work in a seamless manner with LCDJFS employees and the OMJ-Lake Partners. Contractor's staff will need to travel to partner locations and to events and activities in and around Lake County as needed. The Contractor understands that their primary goal is to assist jobseekers, employers, LCDJFS staff and OMJ-Lake Partners as an integral part of OMJ-Lake and in pursuit of OMJ-Lake's strategic and performance goals.

INDEPENDENT COST ESTIMATE

The number of staff and the final value of a service contract will be determined based upon the funding that becomes available. Cost estimate for key items specified in this RFP include the following: Approximate wage rates: Staffing Services Supervisor \$60,000 per annum, Business Services Coordinator \$50,000 per annum and Career Development Specialist(s) \$45,000 per annum plus applicable mandatory and comprehensive fringes and overhead. A mileage reimbursement should be included in the proposal for staff duties taking place outside of the OMJ Lake Career Center. The OMJ Lake Cost Sharing Occupancy Cost per FTE, effective July 1, 2024, is estimated to be \$13,826 per annum. In-direct and over-head costs (in total) should not exceed 15% of the total of other costs. For-profit proposers may add a profit factor not to exceed 10%.

EVALUATION OF PROPOSALS

Proposals will be rated on the following:

- 20% – Reasonableness and necessity of proposed costs based on the Cost/Price Analysis.
- 50% – Previous successful experience in operating the same or similar activities within Ohio's One-Stop System.
- 10% – Completeness and thoroughness of proposal.
- 20% – Proposer's administrative and fiscal responsibility, record of integrity and business ethics, financial resources, and compliance with public policy practices.

The LCWDB may request clarification or additional documentation in order to fairly and properly evaluate proposals.

CONTRACT AWARDS

Prior to receiving a final and binding contract, the successful proposer will be required to provide documentation including, but not limited to, the following:

- The organization's most recent full audit, staff personnel policy, organizational chart, and client disciplinary and dispute resolution policies.
- Labor organization concurrence, if applicable
- Detailed narratives for each program element and service
- Details and documentation of referral policies and procedures
- Client evaluation process and documentation
- Orientation process and content
- Additional, as may be requested.

DISPUTE RESOLUTION PROCEDURES

This process is established to provide a formal means of dispute resolution for any provider or potential provider of WIOA services (hereinafter "provider") who is not satisfied with a decision of the Lake County Workforce Development Board (LCWDB), and/or Lake County Board of Commissioners concerning the award of a contract, or the termination of a contract, for WIA activities.

1. Through its WIOA administrative entity, the Lake County Department of Job & Family Services (LCDJFS) the Lake County Board of Commissioners shall issue written notice to a provider when:
 - A potential provider has submitted a written program proposal to the LCWDB and Lake County Board of Commissioners in response to a formal Request for Proposal solicitation, and such proposal has not received a contract award; or
 - The Lake County Board of Commissioners has determined to terminate an existing contract with a provider; however, this appeal process may not be utilized if the reason for the termination is lack of available funding to operate the contract.

Such written notice shall state the basis for denying the contractual award or for terminating the contract, as applicable.

2. All informal means of dispute resolution shall be utilized before a formal appeal is filed.
3. If informal means of dispute resolution fail to satisfy the provider, the provider shall file a written appeal with LCDJFS.
 - The written appeal must be filed within ninety calendar days of the date of the issuance of

- the written notice of contract denial or contract termination.
- The written appeal shall be filed with LCDJFS at 177 Main Street, Painesville, Ohio 44077, by mail or in person.
 - The written appeal must be signed by the provider or authorized representative.
4. If at any time during the process a resolution occurs or the provider wishes to withdraw the appeal, the provider must give written and signed notice of resolution or withdrawal to LCDJFS.
 5. Where the provider continuously fails to cooperate or is unavailable, the appeal may be dismissed on written notice (certified mail, return receipt requested) to the last known address of the provider. LCDJFS shall document all attempts to resolve the appeal and indicate the circumstances for a dismissal of the matter.
 6. Within ten calendar days of the date when the appeal was received by LCDJFS, an informal conference will be held by the Chair (or designee) of the LCWDB. The purpose of the informal conference is for the provider and other involved parties to discuss the situation and, if possible, agree on a mutually satisfactory resolution. The Chair will provide written notice, by certified mail, of the date, time, and place of the informal conference.
 7. If resolution has not been achieved at the conclusion of the informal conference, the provider may request a hearing before a hearing officer. This hearing must be held within twenty calendar days of the date when LCDJFS received the appeal.

Responsibilities of the hearing officer will include to:

- Receive and review a complete case file prior to the hearing.
 - Identify the nature of the action to determine if there is an alleged violation of the WIOA Act, WIOA Regulations, or other agreements under the WIOA.
 - Permit resolution at any point in the proceedings if requested by the provider.
 - Provide a hearing agenda.
 - Define rights of the provider and of the LCWDB, and Lake County Board of Commissioners.
 - Direct parties to appear by certified mail, return receipt requested.
 - State the purpose of the hearing.
 - Receive evidence and reserve the right to exclude irrelevant or immaterial matters from evidence.
 - Dispose of procedural questions.
 - Elicit testimony from witnesses but shall not act as an advocate for any party.
 - Consider and evaluate facts, evidence, and arguments to determine credibility.
 - Determine appropriate remedies.
 - Make a complete record of the hearing.
 - Render and disseminate the hearing decision to the provider, the LCWDB and the Lake County Board of Commissioners.
8. The hearing shall be conducted in a manner that avoids unnecessary technicalities (e.g., legal requirements such as would be appropriate in court proceedings). Technical rules of procedure and of evidence need not be strictly observed.
 9. Any involved party has the right to representation by an attorney, at the party's own expense.

10. Parties to the hearing will have the opportunity to:
 - Bring documentary evidence and witnesses.
 - Have records or documents relevant to the issue(s) to be decided at the hearing produced by their custodian.
 - Present testimony and oral arguments; and
 - Question all parties and witnesses.

11. The hearing officer must produce a written decision within thirty calendar days from the date when LCDJFS received the appeal. The decision shall include the following:
 - A statement that a hearing was held on a specific date and time at which the involved parties, their representatives, and/or witnesses appeared and were heard.
 - A list of those in attendance.
 - A synopsis of facts based on the entire record disclosed at the hearing.
 - The opinions and statements of reasons for the decision.
 - The conclusions based on the findings of fact.
 - The signature of the hearing officer and date of the decision.

12. The decision of the hearing officer is final.

13. Deadlines for holding the informal conference and the hearing may be extended on the written and signed request of the provider filing the appeal.

Any protest or complaint which alleges discrimination on the basis of race, color, gender, religion, national origin, age, disability, or political affiliation or belief, shall be processed in accordance with the procedures prescribed by the Ohio Department of Job and Family Services and the U.S. Department of Labor Center for Civil Rights. These procedures require a written complaint to be filed within 180 days of the event giving rise to the complaint.

More information about the State and Federal formal complaint procedures can be obtained by contacting the LCDJFS WIOA Complaint Officer, Shawn Douglas, at the above address or by calling (440) 350-4228, 918-4228, or 428-4838 ext. 4228. TDD/TTY users should call via the Ohio Relay Service at (800) 750-0750.

**Attachment A
OMJ Lake Career Center Staffing
Proposal Summary**

Proposer Name			
Street Address			
City, State, ZIP			
Telephone Number		FAX Number	
Chief Executive Officer			
Contact Person			
Total Amount of Funding Requested			

Is Organization Government/Public Sector, Private Non-Profit, or Private-for-Profit?	
List other agencies you have provided with similar services:	

Attachment B

Program Narrative

Please provide a summary narrative of your program. Include the following **minimum** information:

1. Executive summary.
2. Budget justification narrative: Include the financial information that was used to determine costs charged for the program and explain how costs were calculated. Justify costs as reasonable. Your proposed costs must be good for two years. The total value of a contract awarded for a second year cannot be increased over the first-year contract.
3. Explain the strategy you will utilize to recruit and hire the staff positions required to deliver the services specified in this RFP. Submit your organization's job descriptions for the positions you intend to fill if selected to provide this service. If staff is now in your employ, submit resumes and/or a skills inventory for each staff matched up to the position profiles outlined in the RFP specifications.
4. Provide significant detail on same or similar services that your organization has provided at One-Stops. Include examples of your work including significant contributions your staff has made to the good of the cause.

**Attachment C
 PY24
 Employment and Training Provider Budget
 Summary Sheet**

Provider		County
I. Staff		Estimated Amount
A. Salaries		
B. Payroll-Related Expenses		
Total Staff Costs		
II. Operations		
A. Staff Travel and Short-Term Training		
B. Occupancy Costs		
C. Other – Miscellaneous		
Total Operational Costs		
Total of All Costs		

Salaries Detail				
Position Title	Number of Positions Requested	Annual Salary	Percent of time to Program*	Reimbursable Salary
Total Salaries				

*Percent of time to purchased program, not percent of time to LCDJFS.

Payroll-Related Expenses Detail	
Social Security or Other Retirement System (PERS, SERS, STRS)	
Worker's Compensation/Unemployment Insurance	
Retirement Expense	
Hospitalization Insurance Premium	
Other (<i>identify</i>)	
Total Payroll-Related Expenses	

Travel and Short-Term Training for Provider Staff	
Mileage Reimbursement	
Short-Term Training	
Total Travel and Short-Term Training	

Occupancy Costs		
Number of FTEs	Cost per FTE	Total
Total Occupancy Costs		

Other - Miscellaneous	
(Identify)	Amount
Total Miscellaneous Costs	

Attachment D Signature Page

I hereby certify the following:

- I have reviewed the completed Request for Proposal and am in full agreement with its content, including all Specifications.

I possess the legal authority to represent:

(Typed Name of Proposer Organization)

- The Proposer possesses legal authority to submit the Request for Proposal and to enter a contract with the Lake County Board of Commissioners.
- A resolution, motion, or similar action has been duly adopted or passed as an official act of the Proposer's governing body, authorizing the submission of the Request for Proposal, including all understandings and assurances contained therein, and directing and authorizing the person(s) identified as the official representative(s) of the Proposer to act in connection with the Request for Proposal, to provide such additional information as may be required, and to bind the Proposer to this Request for Proposal and to future contracts, agreements, provisions, and/or conditions relating to the Request for Proposal and any subsequent contract.
- All information presented in this Request for Proposal is true and correct and shall be open to verification by the Lake County Department of Job and Family Services.
- All projected costs are reasonable and necessary for the proposed program, activity, and/or service, and the WIA funds requested do not duplicate other funds already available, or which will be available, to pay the projected costs. All cost and price information submitted with the Request for Proposal is accurate, complete, and based on current data at the time of submission.
- Should this Request for Proposal be approved, the Proposer agrees to abide by the Workforce Investment Act, the Regulations implementing the Act, and state and local policies and plans applicable to the Act.

SIGNATURE OF CHIEF EXECUTIVE OFFICER/AUTHORIZED REPRESENTATIVE

(Signature)

(Typed Name and Title)

(Typed Date)